

**District Government Agency
Ranking Chart Telephone Tester FY06 First Quarter Results
(As Compared to the District Average)**

Agency	Courtesy	Knowledge	Etiquette	Overall	Average	Pass/Fail
Office of Asian and Pacific Islanders	5.00	4.98	5.00	4.98	4.990	PASS
Chief Technology Officer, Office of the	5.00	5.00	5.00	4.86	4.965	PASS
Mayor's Suite	4.98	5.00	4.89	4.86	4.933	PASS
Planning and Economic Development, Office of	5.00	4.81	5.00	4.90	4.928	PASS
Communications, Office of	5.00	5.00	4.85	4.85	4.925	PASS
Parks & Recreation, Department of	5.00	4.88	4.94	4.88	4.925	PASS
Arts and Humanities, Commission on	4.99	4.94	4.96	4.81	4.925	PASS
Public Safety and Justice, Office of the Deputy Mayor	5.00	5.00	4.84	4.83	4.918	PASS
Policy and Legislative Affairs, Office of	5.00	4.95	4.84	4.86	4.913	PASS
Office of the Unified Communications	5.00	5.00	4.82	4.83	4.913	PASS
Aging, Office on	5.00	4.86	4.93	4.84	4.908	PASS
Cable Television and Telecommunications,	4.92	4.90	4.90	4.88	4.900	PASS
Human Rights	5.00	5.00	4.86	4.73	4.898	PASS
City Administrator, Office of the	4.97	4.95	4.92	4.74	4.895	PASS
Housing and Community Development, Department of	4.91	4.89	4.93	4.84	4.893	PASS
Chief Financial Officer, Office of the	5.00	5.00	4.80	4.76	4.890	PASS
Operations, Deputy Mayor for	5.00	5.00	4.97	4.55	4.880	PASS
Transportation, District Division of	4.98	4.93	4.79	4.81	4.878	PASS
Planning, Office of	4.81	4.93	4.86	4.81	4.853	PASS
DC Lottery and Charity Game Board	5.00	4.67	4.98	4.73	4.845	PASS
Labor Relations	4.85	4.89	4.89	4.73	4.840	PASS
Office of Zoning	4.95	4.95	4.78	4.68	4.840	PASS
Chief of Staff, Office of the	5.00	4.89	4.84	4.63	4.840	PASS
Veterans Affairs	4.94	4.85	4.82	4.71	4.830	PASS
Children, Youth and Families and Elders, Office of the	5.00	5.00	4.94	4.36	4.825	PASS
Metropolitan Police Department	4.98	4.64	4.89	4.73	4.810	PASS
Fire and Emergency Medical Services, Department of	4.92	4.84	4.79	4.69	4.810	PASS
Secretary, Office of the	5.00	5.00	4.85	4.32	4.793	PASS
Office of Latino Affairs	4.97	4.67	4.86	4.65	4.788	PASS
Emergency Management Agency	4.83	4.76	4.78	4.71	4.770	PASS
Office Risk Management	4.92	4.85	4.72	4.58	4.768	PASS
Public Service Commission	4.94	4.83	4.73	4.51	4.753	PASS
Insurance and Securities Regulation, Department of	4.83	4.83	4.69	4.62	4.743	PASS
Employment Services, Department of	4.90	4.85	4.53	4.68	4.740	PASS
Mayor's Call Center	4.80	4.94	4.59	4.61	4.735	PASS
Inspector General, Office of the	4.88	4.96	4.51	4.53	4.720	PASS
Office of Police Complaints	5.00	5.00	4.53	4.29	4.705	PASS
Mental Health, Department of	4.91	4.71	4.65	4.51	4.695	PASS
Contracting and Procurement, Office of	4.84	4.71	4.61	4.57	4.683	PASS
Department of Public Works	4.82	4.49	4.86	4.41	4.645	PASS
Medical Examiner, Office of the Chief	4.84	4.50	4.72	4.48	4.635	PASS
District Average	4.94	4.87	4.82	4.69	4.627	
Property Management, Office of	4.78	4.91	4.39	4.40	4.620	PASS
Local Business Development, Office of	4.89	4.78	4.86	3.95	4.620	FAIL
State Education Office	4.76	4.76	4.48	4.39	4.598	PASS
Alcohol and Beverage Regulation Administration	4.86	4.82	4.65	4.00	4.583	PASS
Human Services, Department of	5.00	4.62	4.62	4.08	4.580	PASS
Health, Department of	4.83	4.78	4.37	4.33	4.578	PASS
Public Library	4.88	4.44	4.44	4.31	4.518	PASS
Child and Family Services	4.78	4.76	4.45	3.99	4.495	FAIL
Consumer and Regulatory Affairs, Department of	4.79	4.79	4.64	3.74	4.490	FAIL
Attorney General, Office of	4.80	4.83	4.53	3.40	4.390	FAIL
DC Advisory Commission and Sentencing	5.00	4.85	4.15	3.50	4.375	FAIL
Corrections, Department of	4.38	4.38	4.31	4.02	4.273	PASS
DC Energy Office	4.88	4.88	4.38	2.17	4.078	FAIL
Personnel, Office of	4.55	4.45	3.80	3.26	4.015	FAIL
Office of Community Affairs	4.88	4.38	4.00	2.39	3.913	FAIL
University of the District of Columbia	4.50	4.61	2.97	2.74	3.705	FAIL
Tax and Revenue, Office of	4.36	3.79	3.71	1.58	3.360	FAIL
Department of Youth Rehabilitation Services	3.64	3.95	2.73	2.62	3.235	FAIL
DC Taxi Cab Commission	3.61	3.29	2.87	2.46	3.058	FAIL